## How to Screen Share on Attend Anywhere

Caller Screen - When you join a video call, the Attend Anywhere Call Screen opens in a new browser window.

Waiting Area Screen – Provides and controls access to Video Consultations

1. Prior to logging into Attend Anywhere open up documents you wish to screen share

2. When in virtual clinic room (Call Screen) with client - **Click Share Screen**.

3. The first time you try and share your screen you will be asked to download an extension, follow the instructions to install this extension which will enable you share screen in chrome.
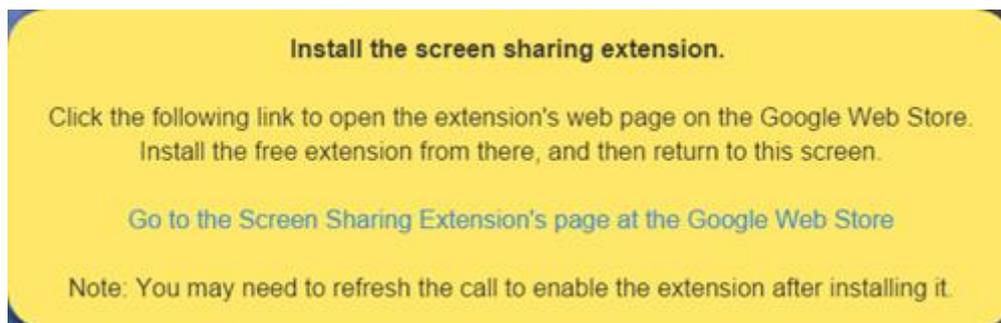
4. Once you click on Share Screen button, a "share your screen dialog" will pop-up, select the relevant tab – **Applications is the tab of choice.**

5. If you cannot see the document, video etc in the pop-up screen, move your mouse over to the open document /video you wish to share and click on it and then go back to Call Screen which is opened in a separate browser window. You can access these browsers on the taskbar at the bottom of the screen. The **Application pop-up Screen** should have updated itself on the screen and the particular document /power point etc. should be available to choose.
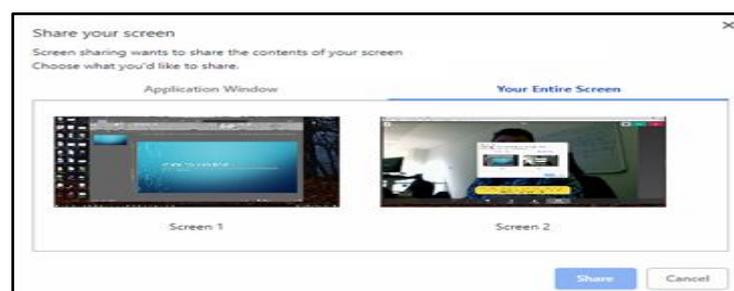
6. Click on the application you wish to share, if the document, power point , video and it will becomes dominant on your screen, move back to the Caller Screen browser window on the bottom taskbar.

7. The Call Screen will then display a thumbnail tile of your shared screen in the bottom-right corner, above your video thumbnail tile.

8. Check with your client has the shared screen thumbnail appeared on their screen which can take a few seconds depending on their connectivity. Once the shared screen is visible for the client, you should tell them to tap or click on it **once** and it will become dominant on their screen.

9. You may wish to split your screen or use a dual screen mode which will enable you to view both the application you are sharing and the client. (see page 5 below)

10. Chrome also displays its own screen sharing notification pop-up, at the bottom of the browser window. To close this pop up, click its **Hide button**.

11. **Please note** if you only have one screen then while screen sharing you will no longer be able to see the patient but they will be able to see you plus what you are sharing unless you split your screen (see below)

12. When you want to stop sharing click Stop Sharing.

13. The Call Screen stops displaying the shared screen.

Chrome also displays its own screen sharing notification pop-up, at the bottom of the browser window. **Please note: Do not** use the chrome pop-up's Stop Sharing button to close off the screen sharing.

To view another participant's shared screen

- From the thumbnail tiles displayed in the Call Screen, ask them to click or tap the screen content tile that you want to them to view.

- The selected tile displays in the Call Screen's main area, and the participant or shared content previously displayed in the main area, moves to the stack of thumbnail tiles.
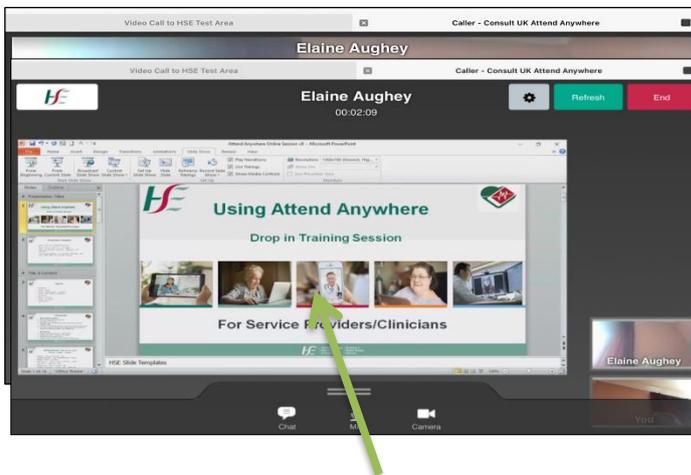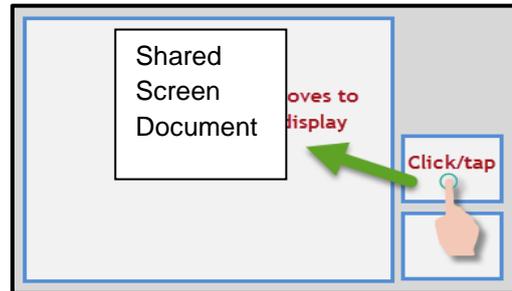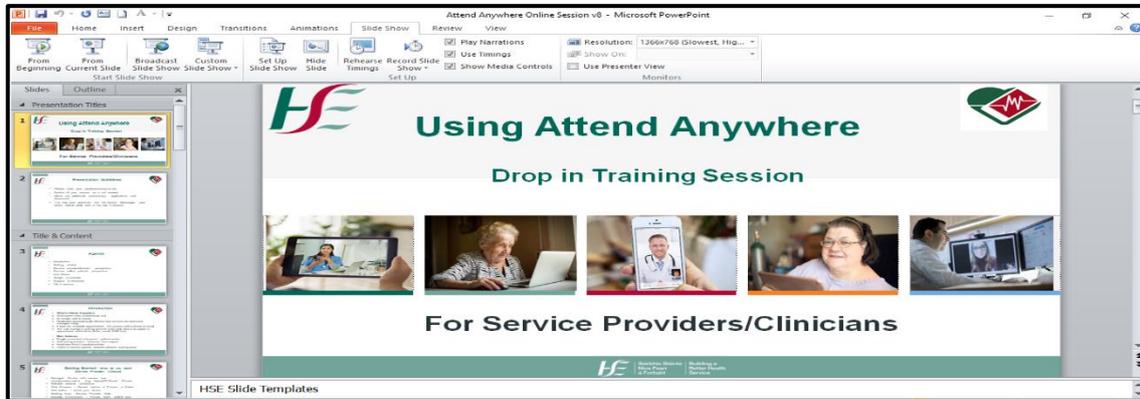

Tap/click once on share screen tile

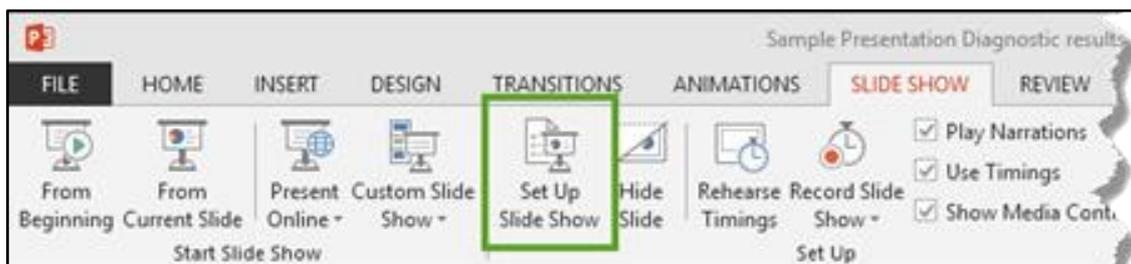Presentation moves to main display on screen

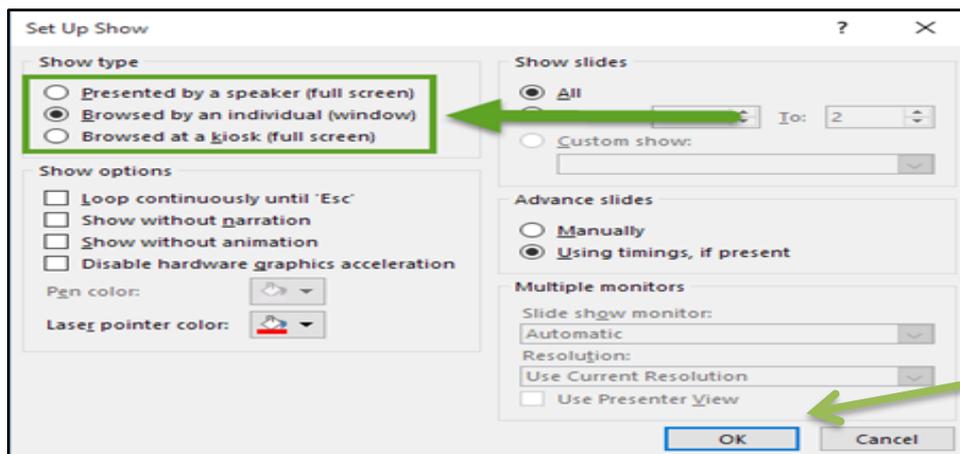**Sharing a ppt presentation –** to share a full screen slide show

- Make sure that your presentation software is visible on the desktop on monitor, and in edit mode.

- From the **Slide Show** menu, click **Set Up Slide Show**.

- In the Set Up Show dialog Show type section, select Browsed by an individual (window).
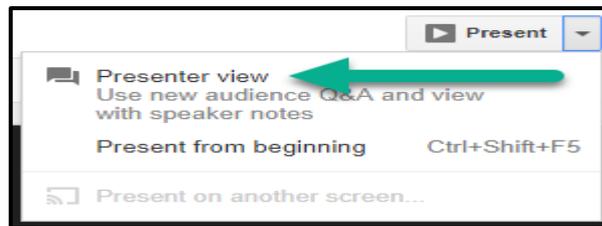

Click OK.

- In the Call Screen, click the Share Screen button. The Share your screen pop-up displays.

- From the Share your screen pop-up, select the select the Application Window tab, then select the thumbnail image that shows the window in which the presentation software is visible. Click Share.

- Your preview on the Call Screen indicates that you are sharing the slide show.

- Check with your client can they see the presentation before starting the presentation.

- Tell your client to tap or click **ONCE** presentation tile and it will become dominant on their screen.

Opening a presentation in a window in Google Slides

To run the presentation in its own window, open the Present menu, and select Presenter view.

Sharing a video on Attend Anywhere

1. Follow steps 1-9 of shared screen instructions above.
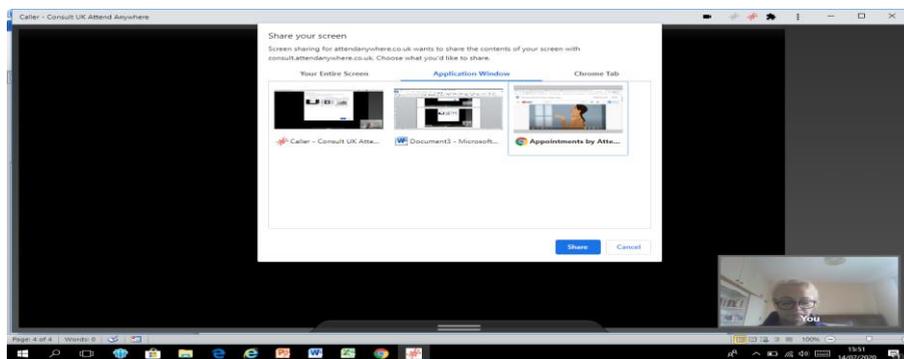
2. Ensure that shared screen tiles are visible on both your and your client's devices before launching your video.

3. Ask your client to tap or click ONCE on the shared screen tile and it will be maximised on their screen.

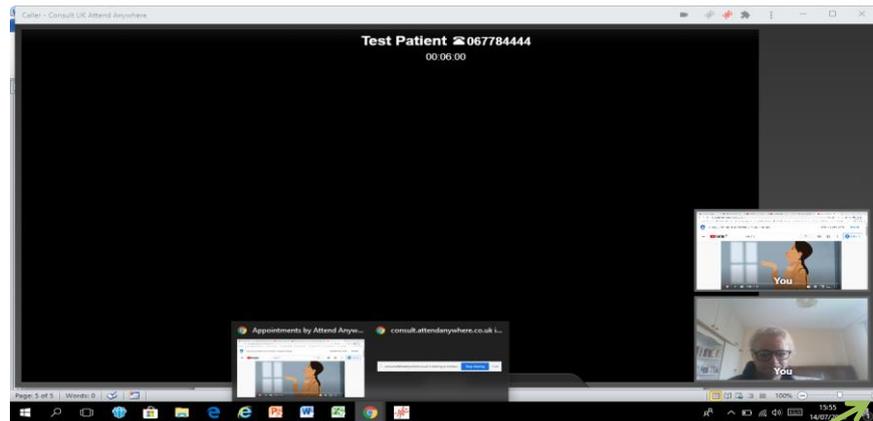4. **Please note:** You must have the sound turned up to **60 - 100** so that the client can hear the video sound.

5. Once the client can hear the video as them also to adjust their sound.

6. Remove your headphones or headset from your device (Laptop, tablet) and the sound should increase on the client's side.

7. By using a split screen or dual screen option (See below) you will be able to view your client and share your document, video or power point.

8. If they are using a tablet or smart phone tell them to turn their screen horizontally to maximise the display on the screen.

9. Once you are finish stop sharing on the call screen and close the presentation window.

10. Pug back in your headphones to minimise background noise.

11. Continue the consult.

Maximise Screen Sharing Display

In order for clinicians to see the application that they are sharing and their client, there are two options available.

1. Single Monitor (Split Screen Option)

If you only have one screen available to you, then you should try a split screen display to enable you view both the client and do a presentation at the same time. By splitting your screen you will be able to have the Presentation Screen on one half of your device and the Call Screen on the other half.

Sharing Document, **Presentation Screen**		Attend Anywhere virtual clinic with client **Call Screen**

1. Follow the screen sharing instructions up to and including step 8 above.

2. When the document etc you wish to share opens up in front of you in a full screen you need to split the screen click Window logo Key + Left Arrow

3. This will result in the sharing document moving to the Left hand-side of the screen and the other screens that you have opened will appear in a tile on the right hand side.

4. Click on the window with Attend Anywhere Clinic on and it will move to the right of the screen alongside the sharing document or alternatively click and hold the top of on the Virtual Clinic Screen and drag it to the right hand side of the screen.

5. This will allow you to see both the document and see your patient

6. Adjust the zoom level of the document you are sharing so it appears fully on the clients screen

7. Once you have finished screen sharing click on maximise window icon (small square on top right hand side of screen) to return to a full call screen.

8. When you want to stop sharing click Stop Sharing.

| **Dual Screen Option** (perhaps connecting a laptop to a desktop monitor) |
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Before configuring an additional monitor on your device, make sure that all the necessary cables are connected to the monitors and the computer or laptop.

To choose a Presentation Display Mode, Press Window Key + P + p

A pop-up screen will open to the right and you can choose how you wish to present – Choose **Extend**

- **PC screen only**. You'll see everything on your PC. (When you're connected to a wireless projector, this option changes to Disconnect.)
- **Duplicate**. You'll see the same things on both screens.
- **Extend**. You'll see everything across both screens, and you can drag and move items between the two.
- **Second screen only**. You'll see everything on the connected screen. The other screen will be blank.
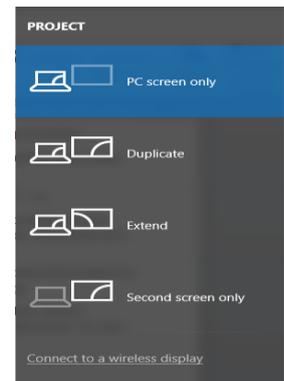
Before you begin, make sure that the presentation software's window is located on your primary monitor (laptop), and the Call Screen window is on your secondary monitor, otherwise you will not be able to see the Call Screen once you begin your presentation. Click on the Call Screen and drag it across until it appears on the second screen (monitor).

In PowerPoint, press **Fn key + F5 key,** the presentation slide show launches full-screen on the primary monitor. Your preview on the Call Screen indicates the change.

Note: The Call Screen may be hidden by the slide show's presenter window, which launches on the secondary monitor at the same time as the full screen slide show. To see the Call Screen, resize or minimise the presenter window.

Bandwidth Usage

Each shared screen uses some of the bandwidth resources available for the video call. The greater the number of people who share screens at the same time, the greater the impact on overall performance and call quality. As a rule of thumb, treat each shared screen instance as an additional call participant. An individual video call session works best **with six** participants or fewer.

Tip: Should participants encounter performance issues, encourage them to stop sharing screen information when it is not in use.

Why doesn't my Call Screen have a Share Screen button?

If you are using the Call Screen on a mobile device (such as a smartphone or a tablet), you will not be able to share screen content with other participants. However, you can view screen content shared by any other participant who is using a desktop computer version of the Call Screen.